

Arizona State Health Insurance Assistance Program Counselor Certification Guidelines

The following minimum guidelines for Arizona SHIP counselors have been established to ensure consistency of the program throughout the state.

- Potential counselors must fill out an application.
- Utilization of the Arizona Statewide SHIP Training Manual to provide an initial training of 20 hours that covers:
 1. Medicare Part A
 2. Medicare Part B
 3. Medicare +Choice
 4. Supplements and HMO's
 5. Appeals
 6. Long Term Care
- Prior to counseling, the volunteer counselor must complete a Memorandum of Understanding Regarding Volunteer Counselor Responsibilities and Obligations to be kept on file at the local SHIP office.
- New counselors will be matched with a mentor (experienced counselor) to work with for 16 hours before counseling on their own.
- For counselors to remain certified, they must attend eight hours of in-service per year. With a repeat of the initial training every two years.